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jc781 U.S. PTO

Date: March 10, 2000

Re: Inventor(s): John Crook

Title: METHOD OF PROCESSING AN INBOUND
CALL IN A CALL CENTER

Atty. Docket No.: 024/1

jc675 U.S. PTO
09/523935
03/13/00Box NEW APP. FEE
Assistant Commissioner for Patents
Washington, D.C. 20231

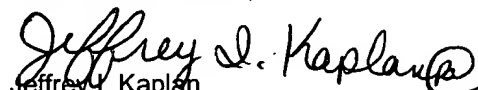
Dear Sir:

Submitted herewith is the above-identified patent application. Also enclosed are:

- 1) A self-addressed, stamped return postcard; and
- 2) 2 sheets of informal drawings of Figs. 1-2.

Respectfully submitted,

KAPLAN & GILMAN, L.L.P.


 Jeffrey I. Kaplan
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Enclosures

CERTIFICATE OF MAILING

Express Mail mailing label number: EL390819001US
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I hereby certify that this paper or fee is being deposited with the United States Postal Service Express Mail Post Office to Addressee service under 37 C.F.R. §1.10 on the date indicated above and is addressed to Box NEW APP. FEE, Assistant Commissioner for Patents, Washington, D.C. 20231.

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